

# NIHFCU System Upgrade is just days away.

## September 9–12.



### FINAL REMINDER

**System-wide upgrade just days away!**  
**September 9 - September 12**

**Service disruptions WILL occur on these dates as follows:**

**NIHFCU Branches and ATMs:**

- Sep. 9, 2pm - Sep. 12, 9am

**Electronic Bill Pay:**

- Sep. 9, 8am - Sep. 12, 10am

**All Other Online Banking & Mobile App Services:**

- Sep. 9, 2pm - Sep. 12, 9am

**Telephone Banking:**

- Sep. 9, 5pm - Sep. 12, 9am

**Call Center\***

- Sep. 9, 2pm - Sep. 12, 9am

\*The call center will be open for general inquiries only. **Account and transaction-specific support will not be available.**

Here are some additional quick and important reminders. Visit [nihfcu.org/upgrade](https://nihfcu.org/upgrade) for more details that might impact you on these dates!

**Do I need to do anything to [prepare](#)?**

Note the disruptions above. Consider rescheduling any bill payments or transfers. Plan your cash needs in advance.

**Can I use my NIHFCU CREDIT card during the upgrade?**

Yes, it can be used as normal for your credit purchase and cash advance needs.

**Can I use my NIHFCU DEBIT card during the upgrade?**

Yes, it can be used for purchases. However, transaction volume limits may apply. As noted above, NIHFCU ATMs will be unavailable.

**Will my direct deposit be credited to my account during the upgrade?**

Direct deposits (DD) received by us on Sep. 9 will be posted. All other DDs will be credited after the upgrade.

**Is my member number changing?**

No, your member number is remaining the same as are virtually all of your other membership details.

**Are my online banking and mobile app login credentials impacted?**

No, they will work the same once these systems are restored after the upgrade.

**I have other questions. How do I learn more?**

We've assembled over [40 FAQs](#) to address more questions you may have. Or, call us at 1-800-877-6440, chat with us online or visit any branch.

From all of us at the NIHFCU, thank you for your patience as we upgrade to enhance the value of your membership.

[Read More](#)

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